Customer Service

Traffic Light Key

Green = actual value meeting or exceeding the target
Yellow = actual value within 10% of meeting the target
Red = actual value more than 10% away from meeting the target

Trend Key

Up = actual value has improved since last reporting period
Right = actual value has stayed the same since last reporting period
Down - actual value has worsened since last reporting period

Metrics measured monthly unless otherwise noted

Traffic Light	Trend	Performance Metrics	Actual	Target	Variance
1. Connect residents to the answers to their questions, concerns, and requests as easily as possible					
🟢	⬇	Estimated total calls	4,235	4,500	265
🟢	⬆	Number of requests made online by residents	1317	1000	317
🟢	⬇	% of total requests made online by residents	26	25	1
🟢	➡	% of voicemails returned within 24 hours	100	100	0
2. Ensure that resident requests are followed up on by the appropriate department in a timely manner					
🟡	⬆	% of all work requests meeting service level agreements	98.29	99	0.71
🟢	⬇	% of total requests where residents call more than once	0.43	1	0.57

Notes

Service level agreements are the estimated completion times for each request put into our system.